



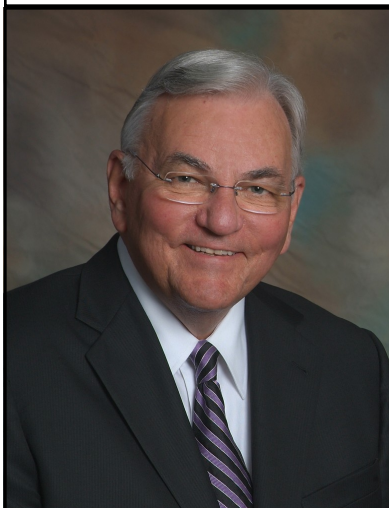
# VIRGINIA REAL ESTATE BOARD

## VREB *SPEAKING*

www.dpor.virginia.gov

Spring 2014

### Message from the Chair



### Joseph Funkhouser, II

You may have noticed that *VREB Speaking* has not been published by the Real Estate Board since Spring 2012. As many of you know, the Board's transition to its new database in 2013 was quite an undertaking with a few bumps and glitches along the way, and required "all hands on deck." It appears that the challenges associated with the new database have been resolved.

The new database provides the Board and Board staff with more opportunities to better serve Virginia real estate licensees and the public as we move further into the 21st century. The Board has made it a priority to return to its regular schedule of publishing *VREB Speaking* every quarter.

On April 18, 2014, Governor McAuliffe appointed Jay DeBoer as the new DPOR Director. Mr. DeBoer is no stranger to DPOR or to the Virginia real estate profession as he previously served as DPOR Director from 2006 to 2010 and during the past few years has held administrative and legal positions with the Virginia Association of Realtors. The Board welcomes Jay back to DPOR and also recognizes and appreciates the fine work accomplished by past DPOR Director Gordon Dixon. Gordon provided exceptional leadership during his tenure to transition not only the Board, but all of DPOR's remaining programs, to the new database, with minimal disruption considering the vast size and scope of the project. He will be missed.

The article on page 3 summarizes 2014 General Assembly legislation affecting the Real Estate Board and its licensees. These provisions go into effect on July 1, 2014. Please review them to determine how they will affect your real estate practice.

Four new Board Members have been appointed by the Governor since *VREB Speaking* was last published. They are Steve Hoover, Lynn Grimsley, Cathy Noonan and Lee Odems, and they are introduced in an article on page 4.

(Continued on page 2)

Virginia Real Estate Board  
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9960 Mayland Drive  
Richmond, VA 23233  
804-367-8526

Terence R. McAuliffe  
Governor

Maurice Jones  
Secretary, Commerce & Trade

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### 2014 Meeting Dates

**May 22, 2014**

**July 10, 2014**

**September 18, 2014**

**November 20, 2014**

All meetings are held at the above address at the Perimeter Center.

## **BOARD MEMBERS**

Joseph Funkhouser, II, Chair  
Harrisonburg  
Licensee Member  
Four-year term ends on 6/30/14

Sandra Ferebee, Vice Chair  
Norfolk  
Licensee Member  
Four-year term ends on 6/30/14

Anh Tu Do  
Annandale  
Licensee Member  
Four-year term ends on 6/30/15

Lynn G. Grimsley  
Newport News  
Licensee Member  
Four-year term ends on 6/30/16

Steve Hoover  
Roanoke  
Licensee Member  
Four-year term ends on 6/30/16

Catherine M. Noonan  
Henrico  
Licensee Member  
Four-year term ends on 6/30/16

Lee Odems  
Woodbridge  
Licensee Member  
Four-year term ends on 6/30/17

**Vacant**  
Citizen Member  
Four-year term ends on 6/30/14

**Vacant**  
Citizen Member  
Four-year term ends on 6/30/16

## **Board Meeting**

*(Continued from page 1 - "Message from the Chair")*

The article on page 5 describes the Board's 30-hour Single-Track Post License Education (PLE) curriculum which replaced the Three-Track PLE curriculum on January 1, 2014.

The article on pages 6-7 summarizes the changes to the Board's Regulations that are now under Executive Review by the Governor's Office. Although these changes are not yet effective, it is highly likely that most, if not all, of these changes will go into effect once the Executive Review stage is complete.

The article on pages 8-10 describes the changes to Virginia agency law beginning in July 2012, and some of the consequences of those changes. Each active licensee was required to complete a Board-approved three-hour course in Residential Standard Agency and the Board produced a *Guidance Document on the Necessity of Brokerage Agreements* to help real estate licensees understand the changes to agency law.

The article on page 11 provides helpful tips to assist applicants and licensees in submitting complete and correct applications to the Board. The Board's licensing staff is here to help Board licensees. You can make their job easier and get your applications processed faster by submitting correct applications.

Many of the Board's disciplinary actions from the past two years are listed on pages 12 through 29. The two regulations violated most often by licensees during this two-year period were 18 VAC 135-20-180 (Maintenance and Management of Escrow Accounts) and 18 VAC 135-20-260 (Unworthiness and Incompetence).

Page 29 also includes the Fair Housing actions taken by the Board against its licensees during the past two years. April 2014 was Fair Housing Month as we commemorated the 46th anniversary of the passage of the 1968 Fair Housing Act. The Board is committed to upholding Virginia and federal Fair Housing laws.

Please contact Board staff or me at RE-Board@dpor.virginia.gov or 804-367-8526 with your ideas and concerns about real estate in Virginia.

Joe Funkhouser, Chairman

## 2014 General Assembly Update

### New Laws Affecting the Virginia Real Estate Board

The 2014 General Assembly Session considered 2,888 bills and resolutions during its “long” 60-day regular session.

Below are descriptions of Real Estate Board-related bills enacted by the legislature and signed by the governor, **effective July 1, 2014**. For more on the new laws, visit the [Legislative Information System](#).

**HB 762**—requested by the Real Estate Appraiser Board at DPOR—clarifies any ambiguity concerning the mandatory nature of the licensure program for Appraisal Management Companies (AMCs), and makes explicit the Appraiser Board’s authority to administer and enforce provisions of the AMC statutes.

In addition, in response to a request from the Virginia Association of REALTORS®, the new law increases the bond amount AMCs must provide to secure payment for appraisal services from \$25,000, to \$100,000. VAR requested the required bond amount be increased because AMCs that have gone out of business in other states have owed individual appraisers hundreds of thousands of dollars.

**HB 251 & SB 438**, endorsed by the Virginia Housing Commission, amend the statutory process and parties responsible for concluding the business affairs of a disabled or deceased broker. Whereas current law allows the Real Estate Board to grant approval to a deceased/disabled broker’s estate, adult family member, or an employee *in no specific order*, the new law specifies a particular order that would prioritize a personal representative qualified by the court.

Fortunately, the need to apply this statute arises very rarely: Over the past 12 years, the Board has received about 12 requests to grant approval to close a deceased broker’s business.

**HB 799** amends the Residential Property Disclosure Act to remove an inconsequential certification provision about prior disclosures remaining substantially the same at settlement. The language remaining under the new law still requires the seller to disclose at settlement any material changes to the property since the mandatory disclosures were made (i.e., code violations, defective drywall, etc.), so the purchaser is protected against any unfair “change in circumstances.”

The certification option stricken by this legislation only restated that the disclosures previously made remained unchanged and was negligible in terms of adding value to the transaction for either party.

**HB 1247** accelerates the timeframe for professional regulatory boards to issue temporary licenses to military spouse applicants who hold similar credentials from another jurisdiction—reducing the application review period from 30 to 20 days—which will allow those individuals to work legally while completing Virginia-specific entry requirements.

As a matter of policy, DPOR already manually expedites license applications from military spouses whenever possible within the constraints of law and regulation.





## Meet the New Real Estate Board Members

Four new Board Members have been appointed by the Governor to four-year terms. They are **Steve Hoover, Lynn Grimsley, Catherine Noonan** and **Lee Odems**.



**Mr. Hoover** of Roanoke, a licensee member, is an associate broker with MKB Realtors. He has participated in many local, state and national real estate leadership positions, including nine years on the

National Association of REALTORS® Executive Committee, President of the Virginia Association of REALTORS® and President of the Roanoke Valley Board of REALTORS®. He received the National Association of REALTORS® Distinguished Service Award, the 1996 REALTOR® of the Year from VAR and the 1985 REALTOR® of the Year from the Roanoke Valley Board of REALTORS®. Mr. Hoover is the Board's Education Committee Chair.



**Ms. Grimsley** of Newport News, a licensee member, is an associate broker with RE/MAX Peninsula (Peninsula Realty Group, Inc.). She has served in many local, state and national real estate leadership positions, including the National Association of REALTORS® Education Committee, the Virginia Association of REALTORS® Pol-

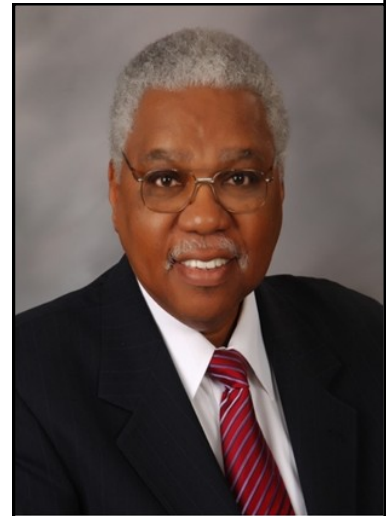
icy Board, and President of the Virginia Peninsula Association of REALTORS®. She was inducted into the RE/MAX International Hall of Fame, received the RE/MAX Lifetime Achievement Award and was recognized as the VAR Salesperson of the Year in 1998 and 2002. Ms. Grimsley serves on the Board's Education Committee.

**Ms. Noonan** of Henrico, a licensee member, is an associate broker with Long and Foster Real Estate, Inc. She serves as a trustee of the Richmond Association of REALTORS® (RAR) RPAC Committee, is a member of the RAR Legislative Committee, and is a member of the Virginia Association of REALTORS®



Policy and Planning Committee. She currently serves as President of her neighborhood's homeowner's association. Prior to her real estate career, Ms. Noonan served as Governor George Allen's Assistant Secretary of Health and Human Resources. Ms. Noonan serves on the Board's Regulatory Review and Fair Housing Committees.

**Mr. Odems** of Woodbridge, a licensee member, is the principal broker of Buyers Advantage Real Estate and the property management firm of RPM Direct, LLC. He has participated in many local and state real estate leadership positions, including the Virginia Association of REALTORS® Agency Task Force, Presi-



dent of the Prince William Association of REALTORS®, and Chairman of the Prince William Association of REALTORS® (PWAR) Education Committee. He was named the 2009 REALTOR® of the Year by PWAR. Mr. Odems served 20 years in the United States Army and is a retired Master Sergeant. He serves on the Board's Education Committee.

## New Post License Education Program in Effect

The Real Estate Board changed significantly its 30-hour post license education program for new salespersons in 2013-2014. Section 54.1-2015.01 of the *Code of Virginia* requires all new real estate salesperson licensees to complete a Board-approved 30-hour post-license education (PLE) curriculum within the first year of licensure to keep an active license. New salespersons with inactive licenses must complete the 30-hour PLE curriculum to renew their license at the end of their first two-year license term. The purpose of the PLE curriculum is to provide new licensees with instruction in subjects they need to know to practice as real estate professionals.

The Board's former Three-Track Post-License Education (PLE 3T) program (Residential Track, Commercial Track, or Property Management Track) for new salespersons was phased out on December 31, 2013, and was replaced with the Board's new Single-Track Post-License Education (PLE 1T) program for new salespersons. The Board's Guidance Document authorizing this change can be viewed at: [http://www.townhall.virginia.gov/L/GetFile.cfm?File=C:\TownHall\docroot\GuidanceDocs\222\GDoc\\_DPOR\\_2021\\_v2.pdf](http://www.townhall.virginia.gov/L/GetFile.cfm?File=C:\TownHall\docroot\GuidanceDocs\222\GDoc_DPOR_2021_v2.pdf)



The PLE 1T 30-hour program consists of eight required courses: Contract Writing (6 hours); Current Industry Issues and Trends (2 hours); Escrow Requirements (3 hours); Fair Housing (2 hours); Ethics and Standards of Conduct (3 hours); Real Estate Law and Board Regulations (8 hours); Risk Management (3 hours); and Virginia Agency Law (3 hours).

Since January 1, 2014, only the PLE 1T program has been offered and accepted by the Board as meeting the 30-hour post-license education requirement. However, during the second half of 2013 (from July 1, 2013 - December 31, 2013) both the new PLE 1T program and the former PLE 3T program were in effect simultaneously, and new salespersons had the option to choose either program during that timeframe.

New salespersons, however, who selected the PLE 3T program had to complete all 30 PLE 3T program hours no later than December 31, 2013. Licensees who finished some PLE 3T program hours but did not complete all 30 hours by December 31, 2013, did not receive credit for any PLE 3T hours completed and instead must complete the entire 30-hour PLE 1T program. Fortunately, few new salespersons encountered this problem as the Board informed them of this deadline by mail and on its website.

A detailed description of the Single-Track PLE program and the list of approved PLE courses are available on the Board's website at: <http://www.dpor.virginia.gov/Boards/Real-Estate/Post-License/>. Please contact the Real Estate Board Education Section at 804-367-2406 or [reschool@dpor.virginia.gov](mailto:reschool@dpor.virginia.gov) with questions about the PLE program.

## Final Regulations in Executive Branch Review

The Real Estate Board's Final Regulations are currently undergoing review. The Final Regulations must be reviewed and approved by the Secretary of Commerce and Trade and then they must be reviewed and approved by the Governor. There is no deadline for the Governor's review and approval. After the Governor approves the Final Regulations they will be published in the *Virginia Register of Regulations*, which starts a thirty-day final adoption period, after which time the new Regulations will become effective. The Final Regulations' text and associated documentation can be viewed on the Virginia Townhall website at: <http://www.townhall.virginia.gov/L/ViewStage.cfm?stageid=6880>

The following is a summary of the significant regulatory changes that will go into effect unless changes are made during the Executive Review stage:

18 VAC 135-20-10 - adding to the definitions of "Principal Broker" and "Sole Proprietor."

18 VAC 135-20-20 - amending to make clear a real estate firm must have a principal broker whose license is in good standing to conduct business.

18 VAC 135-20-30 - amending to clarify what the board considers to determine if an applicant is in good standing and to add language regarding the need for fingerprints to comply with a 2009 change in the law.

18 VAC 135-20-40 - amending to include in regulation the current board verification of experience policy for a broker license.

18 VAC 135-20-45 - amending to conform the regulation to the current law governing a business entity license.

18 VAC 135-20-55 - new section allows for a currently licensed broker to downgrade to a salesperson license.

18 VAC 135-20-60 - amending to conform the regulation to the current law and Board policy governing licensure by reciprocity.

18 VAC 135-20-70 - amending to clarify the license activation and transfer requirements.

18 VAC 135-20-80 - amending to remove the fee cap the Board's examination vendor can charge the license candidate.

18 VAC 135-20-100 - repealing this renewal qualifications section which became obsolete in 2008 due to statutory changes.

18 VAC 135-20-101 - amending renewal requirements to comply with current law and to allow for carrying over continuing education hours.

18 VAC 135-20-105 - repealing this section on additional renewal qualifications for licensees who received licensure by reciprocity due to statutory changes.

18 VAC 135-20-120 - amending renewal fees section to remove the word "associate" as all brokers may now obtain a business entity license due to a law change.

18 VAC 135-20-140 - amending reinstatement requirements section to comply with law changes and clarify license activation language.

(Continued on page 7)

*(Continued from page 6 - "Final Regulations Under Executive Review")*

18 VAC 135-20-155 - amending grounds for disciplinary action section by adding clarifying language, and changing Code of Virginia citations to align with recodification.

18 VAC 135-20-160 - amending to clarify what a residence needs to qualify as a place of business and removing place of business supervision language to be placed in a new section.

18 VAC 135-20-165 - new section reflects supervising brokers' duties are separate from place of business requirements and conforms with statutory amendment.

18 VAC 135-20-170 - amending to allow a broker to return the license of an inactive licensee by any delivery method rather than only by certified mail.

18 VAC 135-20-180 - amending by removing obsolete language that escrow accounts have to be in a Virginia bank, by clarifying the principal broker's responsibilities and by adding language regarding interpleader to conform with statutory changes.

18 VAC 135-20-185 - amending by conforming regulations to statutory changes and clarifying that financial records need to be kept by the principal or supervising broker.

18 VAC 135-20-190 - amending to reflect current business practices recognizing newer forms of advertising which no longer involve just print or online advertising.

18 VAC 135-20-210 - amending to clarify what information a licensee needs to disclose regarding an ownership interest in real property.

18 VAC 135-20-220 - amending to conform with law the requirements for disclosure of brokerage relationships.

18 VAC 135-20-225 - new section added to conform with the statutory requirement that the board promulgate regulations for a voluntary compliance program.

18 VAC 135-20-240 - amending to clarify more types of records which the board may request from a licensee.

18 VAC 135-20-260 - amending to change the section title to "Prohibited Acts" to better describe actions that violate standards of conduct and describing which actions may result in a violation. Adding specific actions of "failing to safeguard the interests of the public" and "engaging in improper, fraudulent or dishonest conduct."

18 VAC 135-20-270 - amending the "conflict of interest" section to clarify language, conform language to statutory change and to remove language covered in another section.

18 VAC 135-20-280 - amending the "paying an improper brokerage commission" section to clarify and simplify the language to cover current business practices.

18 VAC 135-20-290 - amending the "improper dealings" section to clarify the language concerning advertising and to remove language covered in the law.

18 VAC 135-20-300 - amending the "misrepresentation or omission" section to conform with statutory changes.

18 VAC 135-20-310 - amending the "improper delivery of instruments" section to add relevant citations to the Code of Virginia and to conform with statutory changes.

18 VAC 135-20-360 - amending the education requirements and standards section to clarify language, increase the standards to teach pre-license education and decrease course approvals from five to three years.

## Changes to Virginia Real Estate Agency Law

The Virginia General Assembly amended significantly the laws governing residential real estate agency during the 2011 and 2012 legislative sessions and these changes are now in full effect. (Section 54.1-2130, et. seq. of the Code of Virginia). As part of this law change, the General Assembly required that all active real estate salespersons and brokers who renewed or reinstated an active license from July 1, 2012, through June 30, 2014, complete a Real Estate Board-approved three-hour course in Residential Standard Agency (RSA) to become familiar with these changes.



Completing the three-hour RSA course is a **one-time only** license renewal requirement from July 1, 2012 through June 30, 2014. Completing the RSA course is in addition to the required 24 hours of continuing education for brokers, the required 16 hours of continuing education for salespersons who have renewed their license at least one time previously, and the required 30 hours of post license education for new salespersons who are renewing their active license. The approved RSA Course List is at: [http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/Real\\_Estate/A490-02RSA\\_CRS.pdf](http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/Real_Estate/A490-02RSA_CRS.pdf)

Active licensees who do not practice residential real estate are not required to complete the three-hour RSA course and can waive the three-hour RSA course requirement by submitting an original notarized affidavit to the Board certifying they do not practice residential real estate and shall not do so during the current licensing term. The *Residential Standard Agency Continuing Education Course Waiver Notarized Affidavit Form* is at: [http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/Real\\_Estate/A490-02RSAWAIVER.pdf](http://www.dpor.virginia.gov/uploadedFiles/MainSite/Content/Boards/Real_Estate/A490-02RSAWAIVER.pdf)

The changes in agency law led to uncertainty among some licensees as to when the law actually requires a written brokerage agreement. The Board resolved this matter by approving a *Guidance Document on the Necessity for Brokerage Agreements* at its September 6, 2012, meeting. This guidance document is reproduced in its entirety here and a pdf copy is available at: <http://www.townhall.virginia.gov/L/ViewGDoc.cfm?gdid=5039>

### *Guidance Document on the Necessity for Brokerage Agreements*

As a means of providing information or guidance of general applicability to the public, the Real Estate Board is issuing this guidance document in order to assist its licensees in understanding the requirements of § 54.1-2137 of the *Code of Virginia*.

To ensure that the Real Estate Board's broker and salesperson licensees comply with **§ 54.1-2137. Commencement and termination of brokerage relationships**, the Board directs licensees to review the following information.

The following are relevant excerpts from the *Code of Virginia*:

#### **§ 54.1-2137. Commencement and termination of brokerage relationships.**

B. Brokerage agreements shall be in writing and shall:

1. Have a definite termination date; however, if a brokerage agreement does not specify a definite termination date, the brokerage agreement shall terminate 90 days after the date of the brokerage agreement;

(Continued on page 9)



*(Continued from page 8 - "Changes to Virginia Real Estate Agency Law")*

2. State the amount of the brokerage fees and how and when such fees are to be paid;
3. State the services to be rendered by the licensee;
4. Include such other terms of the brokerage relationship as have been agreed to by the client and the licensee; and
5. In the case of brokerage agreements entered into in conjunction with the client's consent to a dual representation, the disclosures set out in subsection A of § 54.1-2139.

**§ 54.1-2137. Commencement and termination of brokerage relationships.**

- A. The brokerage relationships set forth in this article shall commence at the time that a client engages a licensee and shall continue until (i) completion of performance in accordance with the brokerage agreement or (ii) the earlier of (a) any date of expiration agreed upon by the parties as part of the brokerage agreement or in any amendments thereto, (b) any mutually agreed upon termination of the brokerage agreement, (c) a default by any party under the terms of the brokerage agreement, or (d) a termination as set forth in subsection F of § 54.1-2139.

**§ 54.1-2130. Definitions.**

As used in this article: ...

"Brokerage agreement" means the written agreement creating a brokerage relationship between a client and a licensee. The brokerage agreement shall state whether the real estate licensee will represent the client as an agent or an independent contractor.

"Brokerage relationship" means the contractual relationship between a client and a real estate licensee who has been engaged by such client for the purpose of procuring a seller, buyer, option, tenant, or landlord ready, able, and willing to sell, buy, option, exchange or rent real estate on behalf of a client.

"Client" means a person who has entered into a brokerage relationship with a licensee.

"Customer" means a person who has not entered into a brokerage relationship with a licensee but for whom a licensee performs ministerial acts in a real estate transaction. Unless a licensee enters into a brokerage relationship with such person, it shall be presumed that such person is a customer of the licensee rather than a client.

"Ministerial acts" means those routine acts which a licensee can perform for a person which do not involve discretion or the exercise of the licensee's own judgment.

The Code of Virginia requires a written brokerage agreement when a brokerage relationship, as defined in § 54.1-2130, is created. When a customer becomes a client is based upon the party's intent. A licensee needs to use his judgment based upon a customer's words and actions to make a determination as to when the intent to enter into a brokerage relationship is established and therefore, requires a brokerage agreement. Is the party looking for the licensee to provide advice and counsel requiring the licensee to exercise his judgment or discretion for the purpose of procuring a seller, buyer, option, tenant, or landlord ready, able, and willing to sell, buy, option, exchange or rent real estate? If so, this would require a written brokerage agreement as these acts don't fall within the definition of ministerial acts. Has the party engaged the licensee for the purpose of procuring a seller, buyer, option, tenant or landlord ready, able and willing to sell, buy, option, exchange, or rent real estate? If yes, then a brokerage relationship is established and this requires a written brokerage agreement.

*(Continued on page 10)*

*(Continued from page 9 - "Changes to Virginia Real Estate Agency Law")*

Below are some examples of situations which require the licensee to use his judgment to determine the party's intent:

- Many acts may be ministerial or could require a written brokerage agreement depending on the party making the request and his intent. For example, showing a house may be ministerial if the licensee takes the party to see what the typical features are in homes in the market area or to gather information on the market or area. However, if the party asks the licensee to show him real estate because his intent is to have the licensee procure someone who is ready, able and willing to sell, buy, option, exchange, or rent real estate then a brokerage relationship exists requiring a written brokerage agreement.
- Another example relates to a request for a multiple listing service (MLS) search. If a party requests a licensee to provide MLS search results without the intent to engage the licensee for the purpose of procuring a seller, buyer, option, tenant or landlord ready, able and willing to sell, buy, option, exchange, or rent real estate then a written brokerage agreement is not necessary. However, if a party requests MLS search results having the intent to engage the licensee for the purpose of procuring a seller, buyer, option, tenant or landlord ready, able and willing to sell, buy, option, exchange, or rent real estate then a written brokerage agreement is necessary.
- If a party asks the licensee for general information about items such as tax rates, HOA dues, schools or typical features of property in the area, these acts appear to be ministerial. However, if the party asks these questions about specific property because his intent is to have the licensee procure someone who is ready, able and willing to sell, buy, option, exchange, or rent real estate, or if he asks the licensee to provide the licensee's opinion as to those features or properties that have those features, then a brokerage relationship exists requiring a written brokerage agreement.
- Many licensees may perform marketing activities in order to induce a party to engage them for the purpose of procuring a seller, buyer, option, tenant, or landlord ready, able, and willing to sell, buy, option, exchange or rent real estate. For instance, if a party asks the licensee to provide him with a valuation or analysis of real estate or an MLS search for informational purposes and does not yet intend to engage the licensee to procure a buyer or seller for the real estate, a written brokerage agreement is not necessary. However, if at the time the party asks the licensee to provide the valuation and the party intends to use the valuation or analysis of the real estate for the purpose of having that licensee procure a buyer for the real estate, then a written brokerage agreement is needed.
- As a further example, a licensee may provide marketing materials and a competitive market analysis to a prospective seller who is interviewing for the purpose of retaining a licensee to sell their property, without the necessity of a written brokerage agreement.

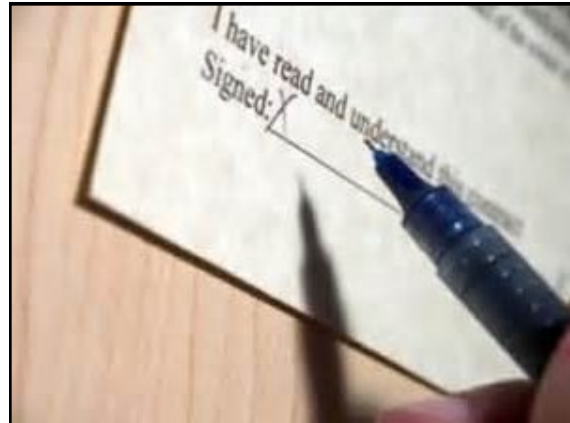
The party's intent can change during the performance of ministerial acts by the licensee. The licensee needs to be aware of when the intent of the party changes from that of customer to client, and get the party to sign a written brokerage agreement before performing any non-ministerial acts for that party. It is important for brokers to have policies in place to guide their licensees, based upon the firm's business practices, in determining when a written brokerage agreement is required and procedures for obtaining such agreements.

# Tips for Fast Application Processing

You know that look your first-time homebuyer clients get when they see the listing agreement and disclosure forms and all the paperwork? The deer-in-the-headlights look that says, "Where do I even start?" And how you, as a real estate licensee, have all those same documents practically memorized?

That's pretty much how it is with applications sent to the Real Estate Board. Board staff processes an average of 150 applications each day and, unfortunately, about one-quarter of those applications are incomplete or filled out incorrectly. Incomplete applications cannot move forward until all required information is provided. These incomplete applications are the most labor intensive, consuming 50% of total staff time to try and obtain the missing information, correct the error, or link the payment to the application.

The bright side, however, is all that experience with the applications - especially the 'high-maintenance' ones - combined with the roughly 1,000 telephone calls fielded every week, gives Board Licensing Specialists a *really* good sense of the 'trouble spots' that lead to the most mistakes.



Based on staff feedback about common problem areas on the Activate/Transfer applications for Salespersons and Associate Brokers, DPOR put together [video tutorials](#) to provide step-by-step guidance for completing the forms. Plans for more instructional videos are in the works.

We also incorporate data collection from application error rates to refine the forms in a continual effort to make them as intuitive and straightforward as possible to make life easier for you and Board staff.

Next up in the queue for form updates are the initial Broker and Firm applications. Once those new and improved versions are posted on the [Board webpage](#)—a post will also go up on the [DPOR Facebook](#) page for those who are agency followers—the old versions will only be accepted for an additional 30 days.

Board staff does not expect applicants and licensees to master every nuance of every form—just as you don't expect your clients to master every section of the many real estate transaction forms without your professional guidance. But staff does hope the video tutorials, upcoming redesigned forms, and tips below will help individuals submit **complete** applications (with minimal frustration) so your applications can be processed quickly and efficiently.

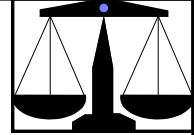
## DOs

- Check out the **Troubleshooting Resources** on the DPOR [Forms & Applications](#) page if you have problems viewing or opening interactive PDFs.
- Mail applications with **original** signatures.
  - digital signatures are acceptable, provided each one has its own unique identifier.
- Double-check to make sure the **Firm's license number and name** match as well as the **Principal Broker** license information. MANY mistakes occur because this information does not match up on the application.
- **Make your renewal payment** using [Online Services](#) (*best*), send by mail with the renewal card you received in the mail (*better*), or download and FAX the [Credit Card Payment Form](#) (*good*).
- Be sure to download the **most recent version** of forms and applications from the DPOR website.
- Provide a **physical address** (not only a PO Box) and always notify the Board of any address change within 30 days. Licensees may choose to use a Firm address as their mailing address.

(Continued on page 30)



## BOARD DISCIPLINARY ACTIONS



The Real Estate Board (Board) licenses or certifies real estate salespersons, brokers, firms, proprietary schools and pre-license instructors. If a complaint is filed against a licensee who is subject to the laws and regulations of the Board, the complaint is reviewed by the Compliance and Investigations Division (CID) of DPOR to determine if a violation of these laws or regulations may have occurred. If there is probable cause of a violation, an investigation is initiated. If the investigation reveals that one or more violations may have occurred, the licensee receives notice to appear at an informal fact-finding conference (IFF) to address these alleged violations.

In some cases the licensee may be offered a pre-IFF Consent Order. A Consent Order is an agreement between the licensee and the Board consisting of specific violations and sanctions. Pre-IFF Consent Orders eliminate the time and expense associated with conducting an IFF.

If an IFF is held, a recommendation from the IFF hearing officer consisting of proposed violations and sanctions is submitted to the Board for consideration at its next meeting. The Board can take the following disciplinary actions against a licensee: assess a monetary penalty; suspend or revoke a license; place an individual on probation; require additional education; or deny renewal. A licensee can continue to practice throughout the disciplinary process until the Board either revokes or suspends his license.

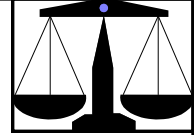
**THE FOLLOWING DISCIPLINARY ACTIONS RENDERED BY THE BOARD FROM ITS MAY 2012 THROUGH March 2014 MEETINGS CAN BE VIEWED AT: [www.dpor.virginia.gov](http://www.dpor.virginia.gov). Click on "License Lookup." Then type the licensee's name in the "Search License Records and Complaint History" box. Then check the box next to "Real Estate Individuals." Then click the "Search Licenses" button. Then click on the highlighted "File Number" in the "Closed Complaints" section. The Order and Report of Findings for that case will appear.**

<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2011-04247	Stanislav Ilyev Chantilly, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, 3 hours Cont. Education, License Probation
2011-04566	Lakhinder J. S. Vohra New York, NY	18 VAC 135-20-280 - Improper Brokerage Commission \$2500 Monetary Penalty, License Revocation
2011-03672	Abuzar Waleed Woodbridge, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence \$2000 Monetary Penalty, 6 hours Continuing Education, License Probation and Quarterly Reporting to the Board for One Year
2012-00770	David A. Setzer, Jr. Richmond, VA	§54.1-2131.A.4 - Failure to Exercise Ordinary Care \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-00393	Noemy Martinez Fairfax, VA	§54.1-2132.A.4 - Failure to Exercise Ordinary Care \$750 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-00345	Phillip M. Wingfield Madison Heights, VA	18 VAC 135-20-260 - Unworthiness & Incompetence License Revocation, but License Revocation stayed based on Wingfield meeting the following conditions: 1) License placed on Probation for three years; 2) Wingfield and his broker provide quarterly reports to the Board; 3) Wingfield provides quarterly reports from his probation officer that he has not violated his court imposed probation and has fully cooperated with substance abuse counseling; and 4) Wingfield immediately notifies the Board if he fails to comply with his probation, drug treatment or counseling programs.





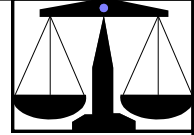
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-00932	Carlos R. Otoy, Jr. Falls Church, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence \$1250 Monetary Penalty, \$150 Board Costs, License Probation and Quarterly Reporting to the Board for 2 Years
2012-01694	Gregory D. Yonce Hillsville, VA	18 VAC 135-20-180 - Maint. & Manage. Escrow Accounts (3 counts) \$500 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2011-04087	Joshua E. Macias aka, Joshua E. Blum Virginia Beach, VA	18 VAC 135-20-210 - Disclosure of Interest 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-300 - Misrepresentation/Omission 18-VAC 135-20-310 - Delivery of Instruments \$6600 Monetary Penalty, License Probation and 6 hours Continuing Education, License Revocation
2011-04901	Eric L. North Washington, D.C.	18 VAC 135-20-300 - Misrepresentation/Omission 18-VAC 135-20-310 - Delivery of Instruments \$2000 Monetary Penalty, License Probation and Quarterly Reporting for One Year, 6 hours Continuing Education
2012-00454	Minhthu N. Lynagh Arlington, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts §54.1-2139.A - Unauthorized Disclosed Dual or Designated Representation \$1250 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-01487	Lars Henriksen Ashburn, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$550 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-00113	Ligia Gonzalez Burke, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1000 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01793	Tiawana M. Giles Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence 18-VAC 135-20-310 - Delivery of Instruments \$2000 Monetary Penalty (waived by Board), \$150 Board Costs, License Revocation, Giles agrees not to apply for or obtain a Real Estate Salesperson license for two years
2011-02677	Judy C. Horne Cedar Bluff, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts §54.1-2131.A.4 - Failure to Exercise Ordinary Care \$2000 Monetary Penalty, License Probation and 6 hours Continuing Education
2011-02676	Peter A. Baratta Bristol, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-300 - Misrepresentation/Omission §54.1-2131.A.4 - Failure to Exercise Ordinary Care \$3500 Monetary Penalty, Two-year License Probation, 9 hours Continuing Education
2012-01286	Abdul Khaliq Burke, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18-VAC 135-20-310 - Delivery of Instruments \$1850 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-01244	Debbie Jo Eastman White Post, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18-VAC 135-20-310 - Delivery of Instruments \$550 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-01591	Julia F. McNulty Williamsburg, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education



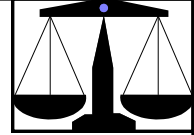
## DISCIPLINARY ACTIONS (Cont.)



<b><u>Case Number</u></b>	<b><u>Licensee</u></b>	<b><u>Violations &amp; Sanctions</u></b>
2012-01538	Kathleen B. Basden Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$1100 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-00176	Esteban D. Pizarro College Park, MD	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-01050	Leon M. Baptiste Richmond, VA	18 VAC 135-20-310 - Delivery of Instruments \$350 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-01493	Karen P. Brunson Chesapeake, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$1100 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-00677	Lauri B. Giles Richmond, VA	18 VAC 135-20-170 - Failure to Maintain License Name and Address 18 VAC 135-20-270 - Conflict of Interest 18 VAC 135-20-280 - Improper Brokerage Commission \$2000 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-00878	Premier Property Management & Sales, LTD Portsmouth, VA	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$6209, License Revocation
2012-00840	Premier Property Management & Sales, LTD Portsmouth, VA	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$8609, License Revocation
2012-00842	Premier Property Management & Sales, LTD Portsmouth, VA	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$6429, License Revocation
2012-00439	Richard S. Crespo Vienna, VA	18 VAC 135-20-310 - Delivery of Instruments \$1000 Monetary Penalty, License Probation & 15 hours Cont. Education
2012-01747	Calvin D. Coleman Yorktown, VA	18 VAC 135-20-310 - Delivery of Instruments \$600 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-00729	Walter H. Turner Rocky Mount, VA	18 VAC 135-20-260 - Unworthiness & Incompetence Two-year License Probation with Quarterly Reporting to the Board
2012-00129	Joseph M. Howren Richmond, VA	18 VAC 135-20-260 - Unworthiness & Incompetence License Revocation
2012-00757	Kimper S. Morris Staunton, VA	18 VAC 135-20-180 - Maint. & Manage. Escrow Accounts (2 counts) 18 VAC 135-20-260 - Unworthiness & Incompetence \$7500 Monetary Penalty, License Probation and 3 hours Continuing Education, License Revocation
2012-00465	Pamela P. Harvey King George, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-185 - Maintenance & Management Financial Records 18 VAC 135-20-300 - Misrepresentation/Omission §54.1-2133.A.6 - Failure to Disclose Material Facts to the Landlord \$3300 Monetary Penalty, 6 hours Cont. Education, License Revocation
2012-01724	Donald R. Cahoon Midlothian, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-310 - Delivery of Instruments \$2150 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education



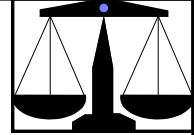
## DISCIPLINARY ACTIONS (Cont.)



<b><u>Case Number</u></b>	<b><u>Licensee</u></b>	<b><u>Violations &amp; Sanctions</u></b>
2012-00391	Mark A. Westerbeck Stafford, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts §54.1-2131.A.4 - Failure to Exercise Ordinary Care §54.1-2132.A.4 - Failure to Exercise Ordinary Care \$1400 Monetary Penalty, \$150 Board Costs, 12 hours Cont. Education
2011-02628	Jennifer L. Kelly Haynesville, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships (3 counts) 18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) 18 VAC 135-20-290 - Improper Dealing 18 VAC 135-20-300 - Misrepresentation/Omission \$11,500 Monetary Penalty, License Probation and 9 hours Continuing Education, License Revocation
2012-01865	Richard J. Digiovanna Fairfax Station, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01226	Joyce S. Whitaker Suffolk, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-01906	Gee N. Chang Blacksburg, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-01958	Polycarp Ombati Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01704	Kathryn Montalbano Arlington, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$1100 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-00406	Brian A. Sivak Chesterfield, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence \$5000 Monetary Penalty, License Revocation
2011-04049	Soyini O. Williams Chesapeake, VA	18 VAC 135-20-185 - Maintenance & Management Financial Records 18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) 18 VAC 135-20-290 - Improper Dealing \$3800 Monetary Penalty, Six-month License Probation during which time Williams must complete the Salesperson Pre-license Education Course and pass the Salesperson License Examination. If Probation Terms not met, then License Revocation
2011-04683	Erick R. Burgos Fairfax, VA	18 VAC 135-20-240 - Failure to Provide Records to the Board 18 VAC 135-20-250 - Failure to Respond to Board Inquiry 18 VAC 135-20-260 - Unworthiness & Incompetence \$7500 Monetary Penalty, License Revocation
2012-02587	Karen R. Walton Midlothian, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1500 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-02897	Anna B. Schwoerer Manassas, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1250 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-00719	Theresa O'Gorman-Sykes Virginia Beach, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$500 Monetary Penalty, License Revocation, but License Revocation stayed with License placed on Probation for Three Years with Quarterly Reporting to the Board and three hours of Continuing Education



## DISCIPLINARY ACTIONS (Cont.)

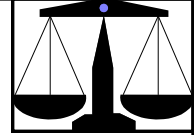


<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-00996	Juanita P. Cacanindin Virginia Beach, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) 18 VAC 135-20-280 - Improper Brokerage Commission \$2700 Monetary Penalty, \$150 Board Costs, Two-year Quarterly Reporting, 6 hours Continuing Education
2012-01552	Christina E. Arbogast Charlottesville, VA	18 VAC 135-20-180 - Maint. & Management Escrow Account (3 counts) 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-300 - Misrepresentation/Omission \$4400 Monetary Penalty, \$150 Board Costs, Two-year License Probation with Quarterly Reporting, 6 hours Continuing Education
2012-02663	Debbie S. Maxam Fredericksburg, VA	18 VAC 135-20-310 - Delivery of Instruments \$600 Monetary Penalty, \$150 Board Costs, One-year Quarterly Reporting, 3 hours Cont. Education
2012-02675	Patrick N. Carosi Arlington, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-00841	Monica L. Stephens Grottoes, VA	18 VAC 135-20-180 - Maint. & Management Escrow Account (2 counts) 18 VAC 135-20-260 - Unworthiness & Incompetence \$7500 Monetary Penalty, License Revocation
2012-02668	Avtallyon Y. Ron Springfield, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$500 Monetary Penalty, \$150 Board Costs, One-year License Probation, 3 hours Continuing Education
2012-01701	Rachel Adler Potomac, MD	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$2500 Monetary Penalty, \$150 Board Costs, License Probation and 3 hours Continuing Education
2012-03224	Jason H. Wolin Ashburn, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, Concurrent License Probation with Loudoun County Circuit Court ordered probation
2012-02318	Gregory D. Yonce Hillsville, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$200 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-02297	Barbara B. Smith Portsmouth, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01852	Kenneth A. Thompson Disputanta, VA	18 VAC 135-20-310 - Delivery of Instruments §54.1-2131.A.4 - Failure to Exercise Ordinary Care \$1100 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02118	Zachary L. Kennedy Henrico, VA	§54.1-2132.A.4 - Failure to Exercise Ordinary Care \$200 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-02078	Wayne G. Pumphrey Centreville, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$350 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-02546	Ronald S. Bennett Ashburn, VA	18 VAC 135-20-180 - Maint. & Management Escrow Account (3 counts) 18 VAC 135-20-300 - Misrepresentation/Omission \$3600 Monetary Penalty, \$150 Board Costs, 12 hours Cont. Education
2012-02992	Brian D. Davis Lynchburg, VA	§54.1-2135.A.2 - Failure to Exercise Ordinary Care (2 counts) \$900 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03587	Tammy Y. Finch Richmond, VA	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$4000, License Revocation

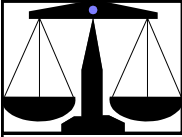




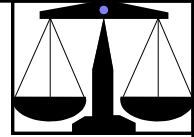
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-00884	Bonny A. MacLachlan Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-280 - Improper Brokerage Commission 18 VAC 135-20-300 - Misrepresentation/Omission \$6500 Monetary Penalty, Four-month License Suspension, Two-year License Probation with Quarterly Reporting, 10 hours Cont. Education
2011-04287	Mitchell P. Kambis Glen Allen, VA	18 VAC 135-20-160 - Place of Business 18 VAC 135-20-260 - Unworthiness & Incompetence \$2650 Monetary Penalty, \$500 Board Costs, Broker License Revocation with simultaneous issuance of a Salesperson License, Kambis will not apply for or obtain a new Broker License for 18 months, 4 hours Continuing Education
2012-01099	Tamrat G. Medhin Alexandria, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$2000 Monetary Penalty, Two-year License Probation with Quarterly Reporting, 6 hours Continuing Education
2012-02215	Isaac G. Tesfaye Alexandria, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$250 Monetary Penalty, \$150 Board Costs
2012-00698	Bryan K. Greene Virginia Beach, VA	18 VAC 135-20-185 - Maint. and Manage. Financial Records (2 counts) 18 VAC 135-20-240 - Failure to Provide Records to the Board 18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$5800 Monetary Penalty, License Revocation
2011-04704	Maribel M. Alvarez Gainesville, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) 18 VAC 135-20-280 - Improper Brokerage Commission \$6000 Monetary Penalty, \$500 Board Costs, Six-month License Suspension, Alvarez will not apply for a Broker License for three years, 6 hours Continuing Education
2012-01193	Charles E. Blankenship Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-185 - Maintenance and Management Financial Records 18 VAC 135-20-240 - Failure to Provide Records to the Board \$600 Monetary Penalty, Probation and 3 hours Continuing Education
2012-02447	Isolda McCurdy Newport News, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$2500 Monetary Penalty, \$150 Board Costs, Two-year License Probation with annual CPA audit of all escrow accounts for which McCurdy is a signatory, 6 hours Continuing Education
2012-02986	Arlene B. Wright Norfolk, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$100 Monetary Penalty, \$150 Board Costs
2012-03240	Vincent G. Robinson Highland Springs, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships \$54.1-2132.A.4 - Failure to Exercise Ordinary Care \$100 Monetary Penalty, \$150 Board Costs
2012-03602	Sheila M. Gregory Alexandria, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs
2012-03036	Tracy A. Foster North, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02909	David M. Perry Portsmouth, VA	18 VAC 135-20-310 - Delivery of Instruments \$350 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education



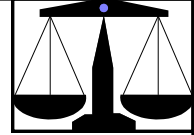
## DISCIPLINARY ACTIONS (Cont.)



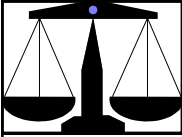
<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-02879	Janice Y. Alarhabi Hopewell, VA	18 VAC 135-20-160 - Place of Business 18 VAC 135-20-180 - Maint. and Manage. Escrow Accounts (2 counts) 18 VAC 135-20-185 - Maintenance and Management Financial Records \$3450 Monetary Penalty, Broker License Revocation with simultaneous issuance of a Salesperson License, which is Suspended and placed on Probation until Alarhabi completes the Salesperson Prelicense Education Course and passes the Salesperson License Examination.
2012-02423	Nathan D. Johnson Fairfax, VA	§54.1-2131.A.4 - Failure to Exercise Ordinary Care (3 counts) \$1500 Monetary Penalty, \$150 Board Costs, 8 hours Cont. Education
2012-01732	Sharonda W. Ware Temple Hills, MD	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty
2012-00405	Kimberly M. Caricofe Staunton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-280 - Improper Brokerage Commission \$1250 Monetary Penalty, Probation and 4 hours Continuing Education
2012-03677	Derrick T. Bradford Petersburg, VA	§54.1-2131.A.4 - Failure to Exercise Ordinary Care \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03721	John M. Gifford Mechanicsville, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts §54.1-2132.A.4 - Failure to Exercise Ordinary Care \$1000 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01333	Michelle E. Buchanan Sedley, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-310 - Delivery of Instruments \$1500 Monetary Penalty, One-year License Probation with Quarterly Reporting, 3 hours Continuing Education
2012-02665	Ghulam N. Sarwari Stafford, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, License Revocation
2012-02619	Ruth A. Herring Lexington, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-185 - Maint. and Manage. Financial Records (2 counts) 18 VAC 135-20-260 - Unworthiness & Incompetence \$4850 Monetary Penalty (Board waived \$4050 of the Monetary Penalty), \$150 Board Costs, License Revocation
2012-01236	Natallia V. Green Virginia Beach, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 4 hours Continuing Education, Five-year License Probation and Quarterly Reporting
2012-01229	Mikel L. James, Jr. Henrico, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, Probation and 2 hours Continuing Education
2012-01681	Andrea N. Moltke Hampton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, Six-month License Suspension, One-year License Probation
2012-02468	Bruce B. Crandall Midlothian, VA	18 VAC 135-20-280 - Improper Brokerage Commission \$1050 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02692	Amir Ebrahimi Bethesda, MD	18 VAC 135-20-180 - Maint. and Manage. Escrow Accounts (2 counts) \$2500 Monetary Penalty, \$150 Board Costs, 10 hours Cont. Education



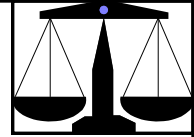
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-01023	Allyson M. Hansen Virginia Beach, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$550 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-01353	David E. Hoessley Chesapeake, VA	18 VAC 135-20-185 - Maintenance & Management Financial Records \$800 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-03366	Matthew K. Shumate Herndon, VA	\$54.1-2132.A.4 - Failure to Exercise Ordinary Care \$400 Monetary Penalty, \$150 Board Costs, One-year License Probation, 6 hours Continuing Education
2012-01421	An Phuoc Nguyen Falls Church, VA	18 VAC 135-20-310 - Delivery of Instruments \$300 Monetary Penalty, \$150 Board Costs
2012-01295	Kenneth B. McNeal Stafford, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-300 - Misrepresentation/Omission (2 counts) 18 VAC 135-20-310 - Delivery of Instruments \$54.1-2132.A.4 - Failure to Exercise Ordinary Care \$2350 Monetary Penalty, \$150 Board Costs, 3 hours Continuing Education, License Revocation
2012-03144	William P. Norman Alexandria, VA	\$54.1-2133.A.1 - Failure to Perform in accordance with the Brokerage Agreement \$500 Monetary Penalty, \$150 Board Costs
2013-01076	H K Berdensey Real Estate, LLC Newport News, VA	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$100,000, License Revocation
2012-02707	Michael E. Reardon, Sr. Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-01879	Brian C. Bagans Norfolk, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$250 Monetary Penalty
2013-01240	Betty J. West Front Royal, VA	18 VAC 135-20-210 - Disclosure of Interest \$400 Monetary Penalty, \$150 Board Costs, Two-year License Probation
2012-01709	Lynn A. Smith Chesapeake, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$1500 Monetary Penalty, \$150 Board Costs, Two-year License Probation with Quarterly Reporting, 6 hours Continuing Education
2013-01101	Mansoor F. Malik Herndon, VA	18 VAC 135-20-160 - Place of Business 18 VAC 135-20-180 - Maint. and Manage. Escrow Accounts (3 counts) 18 VAC 135-20-185 - Maintenance & Management Financial Records \$2500 Monetary Penalty, \$150 Board Costs, Two-year License Probation with Quarterly Reporting, 8 hours Continuing Education
2013-00340	Samantha H. Dobkins Vienna, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$500 Monetary Penalty, License Probation and 3 hours Continuing Education, License Revocation

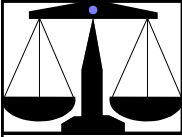


## DISCIPLINARY ACTIONS (Cont.)

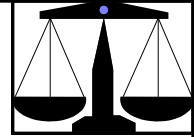


<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-00495	Colby E. B. Smyth Vienna, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$250 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02544	Toya Lodon Arlington, VA	18 VAC 135-20-160 - Place of Business 18 VAC 135-20-210 - Disclosure of Interest \$650 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-03816	Masoda Sultana Centreville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1000 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2013-00233	J.W. Grodt Springfield, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$450 Monetary Penalty, \$150 Board Costs
2012-03795	Danna L. Beard-Middleton King George, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$100 Monetary Penalty, \$150 Board Costs
2012-00986	Dwayne A. Caricofe Staunton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$2500 Monetary Penalty, Two-year License Probation with Quarterly Reporting, 4 hours Continuing Education
2012-03251	Joel G. Horning Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$450 Monetary Penalty
2013-00452	Mechele A. Brown Chesapeake, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$450 Monetary Penalty, \$150 Board Costs, 8 hours Cont. Education
2012-03333	Judy E. Short Wytheville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$200 Monetary Penalty, \$150 Board Costs
2012-03356	Alie J. DeRoche Newport News, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs (\$500 Monetary Penalty waived if completes 6 hours Cont. Education)
2012-03645	Edna L. Jamieson Moneta, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, Complete 60-hour Salesperson Pre-license Education Course, Two-year License Probation
2013-00348	Carla H. Walker Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$750 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2012-03394	Thomas C. Merical, III Great Falls, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$750 Monetary Penalty, \$150 Board Costs
2012-03509	Agustina Davis Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$250 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03464	Richard O. Samit Cabin John, MD	18 VAC 135-20-290 - Improper Dealing \$400 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-03454	Timothy B. Johnson Norfolk, VA	18 VAC 135-20-180 - Maint. and Manage. Escrow Accounts (2 counts) 18 VAC 135-20-300 - Misrepresentation/Omission \$2450 Monetary Penalty, \$150 Board Costs, (\$1250 of the Monetary Penalty waived if completes 8 hours Cont. Education)





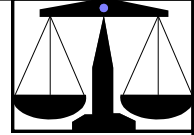
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-00002	Virginia F. Wilder Rose Hill, VA	18 VAC 135-20-210 - Disclosure of Interest \$250 Monetary Penalty, \$150 Board Costs
2012-02711	Jeannette D. McCallum Hampton, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-185 - Maintenance & Management Financial Records \$2000 Monetary Penalty, \$150 Board Costs, 8 hours Cont. Education
2012-01293	Rodney G. Green Chesapeake, VA	18 VAC 135-20-210 - Disclosure of Interest \$200 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-00169	Nathan R. Carl Chesapeake, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00278	James L. Wilkerson, Jr. Manassas, VA	18 VAC 135-20-190 - Advertising by Licensees \$300 Monetary Penalty, \$150 Board Costs
2012-02870	Brian D. Davis Lynchburg, VA	\$54.1-2133.A.4 - Failure to Exercise Ordinary Care with the Landlord \$450 Monetary Penalty, \$150 Board Costs, 8 hours Cont. Education
2013-00235	Margaret D. Smith Stafford, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02390	Pierpaolo Verrone Sterling, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$2000 Monetary Penalty, License Revocation
2012-02347	Helen H. Hodges-Moore Triangle, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$700 Monetary Penalty, Two-year License Probation with Quarterly Reporting, 3 hours Continuing Education
2012-02681	Jennifer A. Wright Yorktown, VA	18 VAC 135-20-260 - Unworthiness & Incompetence No Sanction
2012-03063	Edward B. Wright, III Warrenton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1000 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-02047	Mohammed M Mazloom Chantilly VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, 4 hours Continuing Education
2013-00361	Laura G. McClanahan McLean, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03610	Alice C. Smith Lynchburg, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) \$1350 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2012-03732	Andre R. Perry, Sr. Stafford, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence \$2700 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education, Broker License Revocation with Simultaneous Issuance of Salesperson License, Two-year License Probation with Quarterly Reporting
2013-00599	In S. Chung Fairfax, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-310 - Delivery of Instruments \$5000 Monetary Penalty, \$150 Board Costs, Two-year License Probation with Quarterly Reporting, 8 hours Continuing Education



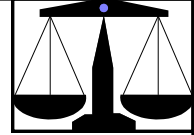
## DISCIPLINARY ACTIONS (Cont.)



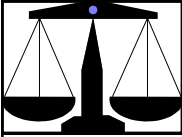
<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-00962	Brian D. Davis Lynchburg, VA	§54.1-2135.A.2 - Failure to Exercise Ordinary Care \$450 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00183	Lakesha R. Brown Newport News, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-00701	Kathleen J. Blackshaw South Riding, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$700 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-00316	Sinethea D. Simmons Chesapeake, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$150 Board Costs, 3 hours Continuing Education
2013-00606	Lorene W. Kegley Covington, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships \$300 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-00365	Jason H. Collier Mechanicsville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$250 Monetary Penalty, Two-year License Probation with Quarterly Reporting, 3 hours Continuing Education
2013-00782	Kelly A. Wilson Hampton, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$350 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00509	Barbara Hale-Jones Falls Church, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03671	Mary B. Snellings Richmond, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships 18 VAC 135-20-300 - Misrepresentation/Omission 18 VAC 135-20-310 - Delivery of Instruments \$1700 Monetary Penalty, \$150 Board Costs, 5 hours Cont. Education
2013-00261	Emad Z. Yakoub Glen Allen, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-01479	Jeremy D. Roberts Glen Allen, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00299	Kathryn N. Friday Silver Springs, MD	§54.1-2131.A.4 - Failure to Exercise Ordinary Care (2 counts) \$1000 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00745	Mounir Badawy McLean, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-240 - Failure to Provide Records to the Board 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-290 - Improper Dealing 18 VAC 135-20-300 - Misrepresentation/Omission \$4400 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education, Broker License Revocation with Simultaneous Issuance of a Salesperson License, Two-year Quarterly Reporting, Will not Apply for a Virginia Broker License within three years of Order date
2012-03251	Joel G. Horning Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$450 Monetary Penalty
2013-00655	Daniel H. Matter Hampton, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education



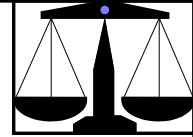
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2012-03232	Mark A. Wilson Richmond, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (4 counts) 18 VAC 135-20-300 - Misrepresentation/Omission \$500 Board Costs, Broker License Revocation with Simultaneous Issuance of Salesperson License, License Probation with three-year Quarterly Reporting, Will not apply for Broker License during this three-year period, Complete 60-hour Salesperson Pre-license Education Course, Provide evidence that Richmond Realty has instituted an office policy manual and has developed and maintains a bookkeeping or record-keeping system
2013-01388	Christy L. Kitchens Clarksville, TN	18 VAC 135-20-190 - Advertising by Licensees \$150 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2012-03262	Jon J. Bourque Virginia Beach, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-00816	Josh H. Choe Annandale, VA	18 VAC 135-20-180 - Mainten. & Manage. Escrow Accounts (2 counts) \$1000 Monetary Penalty, \$150 Board Costs, 8 hours Continuing Education, Two-year Quarterly Reporting
2013-01585	Jennifer A. Gracia Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$300 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-01838	Marilyn V. Sundy Williamsburg, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$800 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-01504	Paul A. Pavon Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-310 - Delivery of Instruments \$2100 Monetary Penalty, \$150 Board Costs, 6 hours Cont. Education
2013-00862	Michael I. Putnam Centreville, VA	§54.1-2132.A.4 - Failure to Exercise Ordinary Care \$400 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00514	Ramesh L. Beladia Centreville, VA	18 VAC 135-20-210 - Disclosure of Interest \$400 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-01980	Charlotte F. Rouse Fredericksburg, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$500 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-01981	Charlotte F. Rouse Fredericksburg, VA	18 VAC 135-20-300 - Misrepresentation/Omission \$1000 Monetary Penalty, 2 hours Continuing Education, Quarterly Reporting
2013-00397	Ando I. Suvari, Jr. Virginia Beach, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) 18 VAC 135-20-290 - Improper Dealing 18 VAC 135-20-300 - Misrepresentation/Omission \$3600 Monetary Penalty, \$150 Board Costs, Two-year Quarterly Reporting
2012-01837	United Realty International, LLC Washington, D.C.	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$17,580, License Revocation
2012-02815	United Realty International, LLC Washington, D.C.	§ 54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$12,842, License Revocation



## DISCIPLINARY ACTIONS (Cont.)

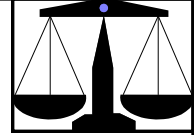


<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-02700	Paula M. Clagett Leesburg, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$350 Monetary Penalty, \$150 Board Costs
2013-02777	Patricia E. Licata Locust Grove, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$350 Monetary Penalty, \$150 Board Costs
2013-02919	David M. Levy Centreville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) \$150 Board Costs, License Revocation
2012-03301	Christopher R. Zook Leesburg, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (4 counts) \$3400 Monetary Penalty, \$150 Board Costs, 9 hours Continuing Education, One-year License Probation and Quarterly Reporting
2013-01839	Doretha W. Anderson Stafford, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) 18 VAC 135-20-300 - Misrepresentation/Omission §54.1-2131.A.4 - Failure to Exercise Ordinary Care \$4000 Monetary Penalty, \$150 Board Costs, 3 hours Continuing Education, License Revocation
2013-02231	John W. Simek, Jr. Oakton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) \$2400 Monetary Penalty, \$150 Board Costs, 9 hours Cont. Education
2013-00489	Marie Phillips Fredericksburg, VA	18 VAC 135-20-170 - Failure to Maintain Lic. Name/Address (2 counts) 18 VAC 135-20-250 - Failure to Respond to Board Inquiry 18 VAC 135-20-260 - Unworthiness & Incompetence §54.1-2131.A.4 - Failure to Exercise Ordinary Care \$150 Board Costs, License Revocation
2013-00544	Alan J. Powers Chesapeake, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$750 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00928	Carmen N. Quinn Newport News, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) 18 VAC 135-20-300 - Misrepresentation/Omission \$4050 Monetary Penalty, \$150 Board Costs, 8 hours Continuing Education, Three-year License Probation and Quarterly Reporting
2013-00934	Russell B. Lewis Fredericksburg, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$150 Board Costs, Broker License Surrender with Simultaneous Issuance of Salesperson License, Three-year License Probation with Quarterly Reporting
2013-01155	Michael K. Everhardt Newport News, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$1500 Monetary Penalty, \$150 Board Costs, Two-year License Probation with Quarterly Reporting
2013-02339	Deborah R. Edwards Mechanicsville, VA	18 VAC 135-20-310 - Delivery of Instruments \$400 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02345	Sung-Bae Moon Fairfax, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$1650 Monetary Penalty, \$150 Board Costs, 6 hours Continuing Education, One-year License Probation and Quarterly Reporting
2013-02914	Thomas L. Bateman Ashland, VA	§54.1-2131.A.4 - Failure to Exercise Ordinary Care \$300 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education





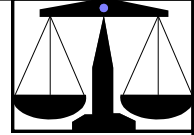
## DISCIPLINARY ACTIONS (Cont.)



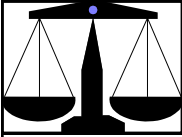
<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-01811	Kathleen M. Werneke Chesapeake, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-00905	Arlene J. Somers Virginia Beach, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships (2 counts) \$600 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2012-03531	Jerry L. Sheeley Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-185 - Maint. and Manage. Financial Records (2 counts) \$6700 Monetary Penalty, 6 hours Cont. Education, License Revocation
2013-00210	George W. Meiggs Virginia Beach, VA	18 VAC 135-20-185 - Maint. and Manage. Financial Records (2 counts) §54.1-2135.A.1 - Fail to Perform According to Property Manage Agree. \$1950 Monetary Penalty, 3 hours Continuing Education, Two-year License Probation and Quarterly Reporting
2013-02780	Julie Ann Milne Cawley Newport News, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$350 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-03072	Robert W. Gunnels, Jr. Norfolk, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$750 Monetary Penalty, \$150 Board Costs, Two-year License Probation and Quarterly Reporting
2013-03053	Wallace S. Gibson Keswick, VA	18 VAC 135-20-240 - Failure to Provide Records to the Board \$950 Monetary Penalty, \$150 Board Costs
2013-01891	Lesley K. Hock Waynesboro, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships \$300 Monetary Penalty, \$150 Board Costs
2013-02308	Veronica C. Taylor Richmond, VA	18 VAC 135-20-310 - Delivery of Instruments \$600 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-02482	Jeffrey S. Adams Hudgins, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$450 Monetary Penalty, \$150 Board Costs, One-year License Probation with Quarterly Reporting and Submit all Reports from Probation Officer
2013-02008	Jennifer M. Garrett Fredericksburg, VA	18 VAC 135-20-240 - Failure to Provide Records to the Board 18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$150 Board Costs, Six-Month License Suspension, Two-year License Probation, 6 hours Continuing Education
2013-01367	Jaclyn E. Heatherman Stafford, VA	18 VAC 135-20-190 - Advertising by Licensees \$400 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-02058	Wilmer S. Vasquez-Martinez Fairfax, VA	§54.1-2131.A.4 - Failure to Exercise Ordinary Care \$500 Monetary Penalty, \$150 Board Costs
2012-03062	Jina S. O'Brien Williamsburg, VA	18 VAC 135-20-220 - Disclosure of Brokerage Relationships 18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-300 - Misrepresentation/Omission \$2700 Monetary Penalty, \$350 Board Costs, Broker License Revocation with Simultaneous Issuance of Salesperson License, Three-year License Probation with Quarterly Reporting during which time O'Brien agrees to not apply for a Broker License, 6 hours Continuing Education
2013-02344	Susan L. Elbertson Alexandria, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$1000 Monetary Penalty, One-year License Prob., 3 hours Cont. Ed.



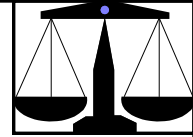
## DISCIPLINARY ACTIONS (Cont.)



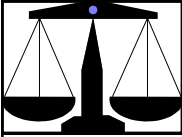
<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-03154	Michael H. Shaw Norfolk, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02646	Robert M. Hughes Reston, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$500 Monetary Penalty, \$150 Board Costs
2013-03015	Ronald L. Smith Woodbridge, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs
2013-02076	Karen D. Hargrove Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$250 Monetary Penalty, \$150 Board Costs
2013-02602	Don R. Samson Chantilly, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$2500 Monetary Penalty, \$150 Board Costs, 8 hours Continuing Education, Two-year License Probation and Quarterly Reporting
2013-02619	Tony O. Yeh Gainesville, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$550 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02971	Debra A. Chin Chantilly, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02197	Master Institute Sterling VA	18 VAC 135-20-390 - Withdrawal of Approval (4 counts) Real Estate and Fair Housing School Certification Revocations, Revocation of all Approved Courses and Instructors
2013-02199	Joseph O. Lee Sterling, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (6 counts) \$12,500 Monetary Penalty; Waive \$12,500 Monetary Penalty if Lee complies with the following: License Revocation, Surrender Firm License for Master Realty (Number 0226-021589) and agrees this firm will cease conducting real estate activities, agrees to the revocation of all licenses, certifications, registrations and approvals issued by the Board, agrees to not apply for or assist anyone in applying for any license within DPOR for 25 years, agrees to cooperate with DPOR in all investigations.
2013-02200	Joseph O. Lee Sterling VA	18 VAC 135-20-390 - Withdrawal of Approval (4 counts) Pre-license Education Instructor Certification Revocation, Revocation of all Board Licenses, Certifications, Registrations and Approvals.
2013-02202	Joseph O. Lee Sterling, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$5000 Monetary Penalty; Waive \$5000 Monetary Penalty if Lee complies with the following: License Revocation, agrees to the revocation of all licenses, certifications registrations and approvals issued by the Board, agree to not apply for or assist anyone in applying for any license within DPOR for 25 years, agree to cooperate with DPOR in all investigations.
2013-02203	Master MJ, LLC Sterling, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$2,500 Monetary Penalty; Waive \$2,500 Monetary Penalty if Master MJ complies with the following: License Revocation, Surrender Firm License for Master MJ, LLC (Number 0226-023125) and agrees this firm will cease conducting real estate activities, agrees to the revocation of all licenses, certifications registrations and approvals issued by the Board, agrees to not apply for or assist anyone in applying for any license within DPOR for 25 years, agrees to cooperate with DPOR in all investigations.



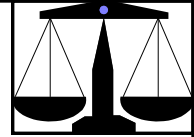
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-02204	Young S. Lee Falls Church, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$5000 Monetary Penalty; Waive \$5000 Monetary Penalty if Lee complies with the following: License Revocation, agrees to the revocation of all licenses, certifications registrations and approvals issued to him as Young Soo Lee, Young S. Lee, or Young Lee by the Board.
2013-02299	Zinta K. Rodgers-Rickert Fairfax VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-310 - Delivery of Instruments \$1100 Monetary Penalty, \$150 Board Costs
2013-01934	James O. Hillsman Glen Allen, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02355	Sara A. Steele Portsmouth, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$300 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02297	Joan C. Petruska Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts 18 VAC 135-20-250 - Failure to Respond to Board Inquiry \$3000 Monetary Penalty, 3 hours Cont. Education, License Revocation
2013-02702	Jennifer A. Sargent Harrisonburg, VA	18 VAC 135-20-160 - Place of Business \$100 Monetary Penalty, \$150 Board Costs, Blue Ridge Mountain Real Estate, LLC agrees to establish and maintain a place of business in VA
2013-01774	James L. Wilkerson, Jr. Manassas, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-310 - Delivery of Instruments \$1850 Monetary Penalty, \$150 Board Costs, 4 hours Continuing Education, Two-year License Probation with Quarterly Reporting
2013-03298	Jo Anne C. Evangelista Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs
2014-00415	Jane P. Harris Lexington, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$200 Monetary Penalty, \$150 Board Costs
2013-03366	Ericks E. Velasquez Falls Church, VA	18 VAC 135-20-260 - Unworthiness & Incompetence No Sanction
2013-00897	Steven C. Braden Charlottesville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence 18 VAC 135-20-280 - Improper Brokerage Commission \$1900 Monetary Penalty, \$150 Board Costs, 11 hours Cont. Education
2014-00195	Thomas C. Gittings Richmond, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs
2014-00285	Laura A. Anderson Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2014-00045	Jenni L. McFarland Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02343	Emma Y. Barbosa Lorton, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, License Revocation
2013-03223	Jodie A. Snyder Yorktown, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education



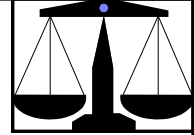
## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-00597	Kyungsoon Oh McLean, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$1500 Monetary Penalty, 11 hours Continuing Education, Two-year License Probation with Quarterly Reporting
2012-01296	Charles P. Ervin, III Fredericksburg, VA	18 VAC 135-20-250 - Failure to Respond to Board Inquiry 18 VAC 135-20-260 - Unworthiness & Incompetence (4 counts) \$10,500 Monetary Penalty, License Revocation
2014-00231	Danny J. Feamster Chesapeake, VA	18 VAC 135-20-190 - Advertising by Licensees \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02829	Christopher R. Carroll Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$200 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02945	John H. McLaren Virginia Beach, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02965	Sunil K. Thodupunuri Ashburn, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$300 Monetary Penalty, \$150 Board Costs, 2 hours Cont. Education
2013-00484	Kerri R. Bradley Virginia Beach, VA	18 VAC 135-20-250 - Failure to Respond to Board Inquiry 18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$7500 Monetary Penalty, License Revocation
2013-01404	Joie S. Whitt Danville, VA	18 VAC 135-20-260 - Unworthiness & Incompetence Three-year License Probation with Quarterly Reporting
2013-01620	Robert S. Lindsley, Jr. Virginia Beach, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$4000 Monetary Penalty, 8 hours Continuing Education, One-year License Probation
2014-00191	Stephen J. Brumme Rockville, MD	18 VAC 135-20-260 - Unworthiness & Incompetence (3 counts) \$150 Board Costs, License Revocation, Agrees to not apply for a Real Estate Board License for two years
2013-02563	Ryan C. Sanford Chesterfield, VA	18 VAC 135-20-260 - Unworthiness & Incompetence \$150 Board Costs, One-year License Probation with Quarterly Reporting
2013-01651	Sandra K. Huizenga Mineral, VA	§54.1-2133.A.1 - Failure to Perform in Accordance with the Brokerage Agreement with the Landlord §54.1-2133.A.4 - Failure to Exercise Ordinary Care with the Landlord (2 counts) \$1400 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02539	Robert S. Costanza Potomac Falls, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02801	Kelli K. Love-Smith Stafford, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2014-00199	Nicholas A. Michaels Charlottesville, VA	§54.1-2132.A.4 - Failure to Exercise Ordinary Care \$650 Monetary Penalty, \$150 Board Costs, 4 hours Cont. Education
2013-02798	Alva T. Bourges Herndon, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education

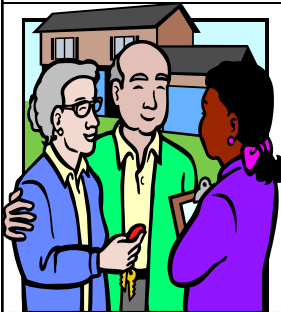


## DISCIPLINARY ACTIONS (Cont.)



<u>Case Number</u>	<u>Licensee</u>	<u>Violations &amp; Sanctions</u>
2013-02799	Clayton J. Bourges, Jr. Oak Hill, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2014-00072	Cynthia Lynn Stevens Mechanicsville, VA	§54.1-2112 et seq - Virginia Real Estate Transaction Recovery Act Claim approved for \$2,757.30, License Revocation
2013-01751	Robin M. Crabel Ebony, VA	18 VAC 135-20-260 - Unworthiness & Incompetence License Revocation
2012-02753	Antonio M. Brooks Fairfax, VA	18 VAC 135-20-260 - Unworthiness & Incompetence (2 counts) \$3150 Monetary Penalty, 6 hours Continuing Education, Two-year License Probation with Quarterly Reporting
2013-03505	Jeffrey A. DePriest Chesapeake, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2014-00747	Jacqueline S. Atiyeh Richmond, VA	§54.1-2132.A.4 - Failure to Exercise Ordinary Care \$450 Monetary Penalty, \$150 Board Costs, 4 hours Continuing Education; \$300 of Monetary Penalty Waived if 4 hours Continuing Education Completed within 6 Months
2014-00393	Frank J. Rustin Henrico, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$500 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education
2013-02699	Diana K. Ofoia Chesterfield, VA	18 VAC 135-20-180 - Maintenance & Management Escrow Accounts \$300 Monetary Penalty, \$150 Board Costs, 3 hours Cont. Education

## Fair Housing Cases



The Fair Housing Board administers and enforces the Virginia Fair Housing Law, although the Real Estate Board is responsible for fair housing cases involving real estate licensees or their employees. Each board investigates housing discrimination through the Virginia Fair Housing Office at DPOR. All fair housing cases must attempt conciliation – an alternative dispute resolution approach using informal negotiation. Successful conciliation agreements are public unless both parties request and agree to a confidentiality clause. If conciliation is unsuccessful in resolving the complaint, the Board determines if reasonable cause exists to support a charge of discrimination. In cases where the Board determines reasonable cause and issues a charge of discrimination, the Attorney General's Office brings civil suit in circuit court seeking relief for the complainant. The following fair housing actions were rendered by the Board from its May 2012 through March 2014 meetings:

<u>Case Number</u>	<u>Case Name</u>	<u>Action</u>
2012-03067	Mark Hartley v. Cindy Proffitt and Main Street Properties, Inc.	Conciliation Agreement
2012-02082	Real Estate Board v. Antonio Feijoo and Jaw Associates, LLC, t/a MaxValue Realtors	Conciliation Agreement
2013-02861	Niya Bates and Daisa Granger v. Patrick Rannigan, Associated Brokers Realty, Merritt Becker and Kemel Vaz	Conciliation Agreement
2013-01936	Kristin Seay v. Augie Lange Realty and Tim Corbett	Conciliation Agreement
2013-02080	Ebony Lee v. Debbie Powell and Long & Foster Real Estate	Conciliation Agreement
2013-02514	Rosalind Lancaster and Milton Gregory v. Laura Wenslaff, Hometown Rental Realty, Inc. and Tarleton Oaks at Tallwood Condominium Association	Conciliation Agreement



## DPOR Staff

Jay DeBoer, Director

Nick Christner, Deputy Director

Mark Courtney, Senior Director

Lizbeth Hayes, Director  
Fair Housing Office



## Real Estate Board Staff

Christine Martine  
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Education Administrator

Jeffrey Williams  
Board Administrator

Emily Trent  
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## Board Contact Information

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Education Section - 804-367-2406  
Fax Number - 866-826-8863  
E-mail - REBoard@dpor.virginia.gov  
Internet - www.dpor.virginia.gov  
DPOR Main Number - 804-367-8500  
Complaints Section - 804-367-8504

(Continued from page 11 - "Tips for Fast Application Processing")

### DON'Ts

- FAX applications (because then the signatures aren't *originals*).
- Call to make your renewal payment—staff cannot accept payments by phone.
- Use forms and applications marked as 'favorite' in your browser, bookmarked or otherwise saved on your computer—old forms cannot be processed and will be returned.
- Forget to update your mailing address! If you use a Firm address as your mailing address, your **individual** license record WILL NOT automatically update if the Firm moves (those records are not linked in that way). It is the individual licensee's responsibility to make any updates.

### PRO TIPS

- The fastest way to INACTIVATE one's own Salesperson or Associate Broker license is by using [Online Services](#).
- Users are frequently able to resolve any problems with the interactive PDF forms after **adjusting their browser settings** as described in the [Troubleshooting Guide](#). Or try and 'right-click' the application link, save to your desktop, and open from the latest version of the Adobe READER (not Acrobat) program itself.
- Payment posted but license didn't renew? Check [License Lookup](#) to see if all your continuing education is complete . . . some licensees are neglecting to take the required one-time Residential Standard Agency (RSA) course.
- Fingerprint checks for in-state applicants must be done at a [PSI testing center](#). Contact Board staff about exceptions or other questions.



<http://www.facebook.com/VirginiaDPOR>

Connect with us on Facebook for the latest:

- Answers to FAQs about new forms, regulations, updates
- Scheduled maintenance and service interruptions
- Office hours, holiday schedules, or weather delays
- Links to relevant articles, newsletters & releases